J U M A D
Journal Management, Accounting, and Digital Business

Service Excellence, Facilities, and Ticket Prices on Passenger Satisfaction on the Probowangi Train: Probolinggo–Jember Route

Happy Dhina Ananda [1], Muhammad Syarif Hidayatullah Elmas [2*], Tatik Amani [3]
Fakultas Ekonomi dan Bisnis, Universitas Panca Marga [123]
Email : elmas@upm.ac.id [2*]

ABSTRACT

Public railway services must balance accessible fares, service quality, and adequate facilities to maintain passenger satisfaction. This study examines the effects of service excellence, facilities, and ticket prices on passenger satisfaction on the Probowangi train along the Probolinggo–Jember route. A quantitative explanatory approach was used. The study involved 120 passengers aged at least 17 years who were selected through purposive sampling during February–March 2026. Data were collected through questionnaires at Probolinggo Station and analyzed using SPSS version 25, including validity and reliability tests, classical assumption tests, multiple linear regression, and partial, simultaneous, and dominant-effect tests. Service excellence ($p = 0.011$), facilities ($p = 0.029$), and ticket prices ($p < 0.001$) each had a positive and statistically significant association with passenger satisfaction. The three predictors were also significant simultaneously ($F = 53.806$; $p < 0.001$), with an adjusted R^2 of 0.571. Ticket prices had the largest standardized coefficient ($\beta = 0.402$). These findings indicate that passenger satisfaction reflects the combined contribution of staff service, facility conditions, and perceived fare value, with ticket prices emerging as the strongest predictor in this sample.

Keywords: Service Excellence, Facilities, Ticket Prices, Passenger Satisfaction, Public Transportation

Article History:
Revised: 18 June 2026
Accepted: 10 July 2026
Published: 28 July 2026

1. INTRODUCTION

Public transportation supports social and economic mobility by enabling people to travel affordably and efficiently. In Indonesia, the economy grew by 5.05% in 2023, while the transportation and warehousing sector recorded growth of 13.96% (BPS, 2024). At the same time, inflation and household purchasing power continue to shape demand for accessible transportation. Public Service Obligation (PSO) arrangements are intended to keep selected railway services safe and affordable while maintaining minimum service standards (Kemenhub, 2022). At the broader macroeconomic level, Puspitarini et al. (2026) demonstrate how economic systems respond to external pressures through resource reallocation, institutional coordination, and adaptive strategies aimed at maintaining stability. Although their study focuses on economic sanctions rather than public transportation, it provides a broader perspective on the importance of adaptation under changing economic conditions.

ISSN 2986-8726

ISSN 2986-8726

The operational area of PT Kereta Api Indonesia (Persero) DAOP IX Jember illustrates the importance of public rail services. Passenger traffic reached 2,578,979 in the third quarter of 2025, an increase of approximately 13% (Priyasidarta, 2025). The Probowangi train recorded 301,425 passengers in the third quarter of 2025 and is an important service on the Probolinggo–Jember corridor (Priyasidarta, 2025). However, higher ridership cannot be equated with higher satisfaction: passengers also evaluate how staff treat them, whether the train facilities meet their needs, and whether the fare represents acceptable value.

Passengers on the Probowangi train encounter staff during ticket checks and travel assistance and rely on the cleanliness, seating, toilet facilities, and availability of travel information. These service characteristics may become more salient as travel activity increases. Although PSO policy is designed to support fare affordability, the perceptions of service excellence, facilities, and ticket prices need to be examined together to determine how they relate to passenger satisfaction on this specific route.

Research in other economic settings has also examined how measurable factors relate to decisions and performance outcomes. Dhany et al. (2025) investigated accounting information and financial decision-making among traditional market traders, whereas Rahmansyah, Dhany, et al. (2024) examined financial inclusion, business performance, and business continuity among SMEs. Although these studies do not investigate public transportation, they illustrate the application of context-specific quantitative analysis to examine relationships between explanatory factors and observed outcomes. In the railway context, a similarly focused investigation is needed to identify which aspects of service delivery and ticket-price perceptions are associated with passenger satisfaction.

Literature Review and Previous Research. Passenger satisfaction describes customers' evaluation of the extent to which their experiences meet their expectations (Kotler et al., 2017; Adhari, 2021). In this study, satisfaction is reflected in overall satisfaction, expectation fulfillment, timely service, and staff responsiveness to complaints (Chandra et al., 2020; Indrasari, 2019; Purnomo et al., 2020). Satisfaction is particularly important for public transportation because it captures the quality of the travel experience beyond passenger volume alone.

Service Excellence (X1) refers to the provision of attentive and effective service that meets customer needs and expectations (Sulistiyani & Syah, 2018; Ritonga, 2020). Ritonga (2020) identifies ability, attitude, appearance, attention, action, and responsibility as indicators of excellent service. For railway passengers, these dimensions can be observed through staff courtesy, willingness to help, clarity of information, and responsive assistance. Primasari et al. (2024), Hasanah (2016), and Oya and Suprapti (2022) report positive relationships between excellent service and satisfaction, whereas Rahmahwati and Niswah (2017) found that not every service indicator was significant individually.

Facilities (X2) represent the physical resources and arrangements that make service use comfortable and convenient (Purnomo et al., 2020; Denisa et al., 2025). Relevant indicators include spatial arrangement, room planning, equipment or furnishings, lighting and color, and graphical information (Purnomo et al., 2020). In the railway context, passengers experience facilities through seating conditions, cleanliness, toilets, and travel information. Positive effects of facilities on customer satisfaction were reported by Zustanto (2022), Utomo and Rianawati (2021), and Adawia et al. (2020). However, Sahadah and Maulana (2024) found different evidence in another transportation setting.

Ticket Prices (X3) refer to the monetary amount that consumers pay to obtain a transportation service and its associated benefits (Kotler & Armstrong, 2018; Haris, 2016). The price construct is assessed through affordability, correspondence between price and quality, price competitiveness, correspondence with benefits, and the influence of prices on consumer decisions (Indrasari, 2019). For subsidized railway services, passengers may evaluate fares in relation to

ISSN 2986-8726

their travel budget and the service received. Hardiyanto (2019), Junaidi et al. (2025), and Triantoro et al. (2015) found significant price-related effects, while Pasharibu et al. (2018) reported a different result in the online transportation context.

Gap Analysis and Novelty Statement. Previous findings suggest that relationships between service quality, facilities, perceived prices, and satisfaction are not fully uniform across settings. In particular, mixed findings relating to individual service dimensions, facilities, and prices indicate the importance of contextual examination rather than assuming that each factor has the same effect across all transportation services (Rahmahwati & Niswah, 2017; Sahadah & Maulana, 2024; Pasharibu et al., 2018). The present study addresses this contextual gap by simultaneously examining three specific predictors of passenger satisfaction on the subsidized Probowangi rail service.

The contribution of this study is its integrated assessment of staff service, facility quality, and ticket-price perceptions among Probowangi passengers on the Probolinggo–Jember route. In addition to examining direct and joint relationships, this study compares standardized regression coefficients to identify the strongest predictor, providing route-specific evidence for PT Kereta Api Indonesia (Persero) DAOP IX Jember.

Research Objectives. The study aims to determine whether service excellence, facilities, and ticket prices individually and simultaneously relate to passenger satisfaction and to identify which predictor has the greatest standardized contribution on the Probowangi train along the Probolinggo–Jember route.

Hypothesis. Based on the theoretical considerations and previous studies, five hypotheses are proposed: H1, Service Excellence has a positive and significant effect on Passenger Satisfaction; H2, Facilities have a positive and significant effect on Passenger Satisfaction; H3, Ticket Prices have a positive and significant effect on Passenger Satisfaction; H4, Service Excellence, Facilities, and Ticket Prices jointly have a significant effect on Passenger Satisfaction; and H5, Ticket Prices are the dominant predictor of Passenger Satisfaction.

2. METHOD

This study employed a quantitative explanatory design to evaluate the associations between Service Excellence (X1), Facilities (X2), Ticket Prices (X3), and Passenger Satisfaction (Y). The population consisted of users of the Probowangi train traveling between Probolinggo and Jember, in either direction, during February–March 2026. The size of this population was not known with certainty. A sample of 120 passengers was selected using non-probability purposive sampling, with inclusion criteria requiring respondents to have used the Probowangi train and to be at least 17 years old. Data collection took place at Probolinggo Station.

Primary data were collected using a questionnaire, while secondary information was obtained from relevant literature and documentary sources. Service excellence was operationalized through ability, attitude, appearance, attention, action, and responsibility; facilities through physical planning and provision; ticket prices through affordability and value-related judgments; and satisfaction through overall evaluation, expectation fulfillment, and staff responsiveness (Ritonga, 2020; Purnomo et al., 2020; Indrasari, 2019; Chandra et al., 2020). The questionnaire comprised 12 items for service excellence, 10 for facilities, 10 for ticket prices, and 8 for passenger satisfaction.

Quantitative hypothesis testing has been widely applied in Indonesian accounting and financial research using different statistical estimation approaches. Previous studies have employed SmartPLS to examine financial performance and stock returns with inflation as a moderating variable (Dhany & Rahmansyah, 2022), capital structure and firm value with profitability

ISSN 2986-8726

as a moderator (Dhany et al., 2024), profitability and corporate social responsibility with environmental performance as a moderator (Hudzafidah, Dhany, et al., 2023), profitability and stock prices with IPO as a moderator (Hudzafidah, Rahmansyah, et al., 2023), and financial performance and corporate social responsibility with the role of earnings per share (Rahmansyah & Dhany, 2023). Similarly, Rahmansyah, Hudzafidah, and Bahri (2024) applied SmartPLS to investigate the moderating role of managerial ownership in the relationship between financial performance and financial distress. In contrast, Rahmansyah et al. (2022) employed multiple regression to examine the effects of Non-Performing Financing and Financing to Deposit Ratio on Return on Assets. These studies illustrate different applications of quantitative hypothesis testing across economic and financial settings. However, their analytical methods and research contexts differ from the present study. Accordingly, multiple linear regression was selected to evaluate the direct and joint relationships among the observed variables in the Probowangi passenger satisfaction model.

The responses were processed with SPSS version 25. The instrument was evaluated using item validity tests and Cronbach's alpha reliability estimates. Regression assumptions were examined using the Kolmogorov–Smirnov residual normality test, tolerance and Variance Inflation Factor (VIF) measures, and the Glejser heteroscedasticity test. Multiple linear regression was then used to estimate the relationships between the independent variables and passenger satisfaction, followed by the coefficient of determination, t-tests for individual predictors, an F-test for the joint model, and standardized regression coefficients to assess predictor dominance. Statistical significance was assessed at the 5% level.

3. RESULTS AND DISCUSSION

RESULTS

Table 1. Validity Test Results

Item	(X1)	(X2)	(X3)	(Y)	Status
1	0.536	0.629	0.609	0.701	Valid
2	0.635	0.802	0.595	0.707	Valid
3	0.647	0.695	0.725	0.696	Valid
4	0.717	0.508	0.701	0.628	Valid
5	0.621	0.449	0.625	0.634	Valid
6	0.679	0.520	0.617	0.568	Valid
7	0.511	0.435	0.503	0.728	Valid
8	0.616	0.581	0.618	0.604	Valid
9	0.554	0.695	0.623	-	Valid
10	0.548	0.574	0.699	-	Valid
11	0.622	-	-	-	Valid
12	0.620	-	-	-	Valid

Table 1 shows that all 40 questionnaire items exceeded the critical item-correlation value (r-table = 0.1793; df = 118) and had two-tailed significance values below 0.05. The columns list items sequentially within each variable, and blank positions indicate that no further items were administered for that construct. Accordingly, all questionnaire items met the reported validity criterion.

Table 2. Reliability Test Results

Variables	Items	Cronbach's Alpha	Criterion	Status
Service Excellence (X1)	12	0.838	> 0.70	Reliable
Facilities (X2)	10	0.794	> 0.70	Reliable
Ticket Prices (X3)	10	0.830	> 0.70	Reliable
Passenger Satisfaction (Y)	8	0.813	> 0.70	Reliable

Table 2 reports Cronbach's alpha coefficients of 0.838, 0.794, 0.830, and 0.813 for service excellence, facilities, ticket prices, and passenger satisfaction, respectively. All four values

ISSN 2986-8726

exceeded the study's 0.70 criterion, supporting acceptable internal consistency for the questionnaire constructs.

Table 3. Normality Test Results

Test	Asymp. Sig. (2-tailed)	Criterion	Status
Kolmogorov–Smirnov (residuals)	0.200	> 0.05	Normality not rejected

Table 3 presents the Kolmogorov–Smirnov test of unstandardized residuals. The significance value was 0.200, exceeding 0.05, so the test did not indicate a departure from residual normality at the specified significance level.

Table 4. Multicollinearity Test Results

Variables	Tolerance	Criterion	VIF	Criterion	Status
Service Excellence (X1)	0.410	> 0.10	2.438	< 10	No issue
Facilities (X2)	0.381	> 0.10	2.624	< 10	No issue
Ticket Prices (X3)	0.516	> 0.10	1.937	< 10	No issue

Table 4 demonstrates that the tolerance values for all three independent variables were greater than 0.10, while their VIF values were below 10. Thus, the regression model did not exhibit problematic multicollinearity according to the thresholds adopted in this study.

Table 5. Heteroscedasticity Test Results

Variables	Glejser Sig.	Criterion	Status
Service Excellence (X1)	0.423	> 0.05	No issue
Facilities (X2)	0.689	> 0.05	No issue
Ticket Prices (X3)	0.784	> 0.05	No issue

The Glejser test shown in Table 5 produced significance values of 0.423, 0.689, and 0.784. Because these values were all greater than 0.05, the test did not indicate heteroscedasticity in the estimated model.

Table 6. Multiple Linear Regression Test Results

Variables	B	Std. Error	Standardized β	Direction
Constant	2.752	2.516	-	-
Service Excellence (X1)	0.165	0.064	0.242	Positive
Facilities (X2)	0.195	0.088	0.215	Positive
Ticket Prices (X3)	0.324	0.067	0.402	Positive

Table 6 yields the fitted regression equation: Y = 2.752 + 0.165X1 + 0.195X2 + 0.324X3. Holding the other explanatory variables constant, one-unit increases in the respective survey scores are associated with increases of 0.165, 0.195, and 0.324 units in the predicted satisfaction score. All three unstandardized coefficients are positive. Since the price measure captures respondents' evaluations of ticket prices, its positive coefficient should be interpreted in relation to more favorable price perceptions, not as evidence that raising fares necessarily increases satisfaction.

Table 7. Coefficient of Determination Test Results

R	R Square	Adjusted R Square	Std. Error of Estimate
0.763	0.582	0.571	2.627

Table 7 indicates an R Square of 0.582 and an adjusted R Square of 0.571. After adjustment for the number of predictors, the model explains approximately 57.1% of the variation in passenger satisfaction scores, while the remaining variation is associated with factors outside this model and unexplained residual variation.

ISSN 2986-8726

Table 8. T-Test Results (Partial Hypothesis Testing)

Variables	t-value	t-table	Sig.	Decision
Service Excellence (X1)	2.579	1.9806	0.011	H1 supported
Facilities (X2)	2.214	1.9806	0.029	H2 supported
Ticket Prices (X3)	4.809	1.9806	< 0.001	H3 supported

The t-test results in Table 8 show that service excellence ($t = 2.579$; $p = 0.011$), facilities ($t = 2.214$; $p = 0.029$), and ticket prices ($t = 4.809$; $p < 0.001$) were each significant at the 5% level. All t-values exceeded the reported critical value of 1.9806. Therefore, H1, H2, and H3 were supported.

Table 9. F-Test Results (Simultaneous Hypothesis Testing)

Model	df	F-value	F-table	Sig.	Decision
Regression	3, 116	53.806	2.68	< 0.001	H4 supported

The regression ANOVA in Table 9 produced an F-statistic of 53.806, greater than the critical F-value of 2.68, with $p < 0.001$. Hence, service excellence, facilities, and ticket prices were jointly associated with passenger satisfaction, supporting H4.

Table 10. Dominant Predictor Test Results

Variables	Standardized β	Rank
Ticket Prices (X3)	0.402	1
Service Excellence (X1)	0.242	2
Facilities (X2)	0.215	3

As Table 10 shows, ticket prices recorded the highest standardized coefficient ($\beta = 0.402$), followed by service excellence ($\beta = 0.242$) and facilities ($\beta = 0.215$). Under the dominant-effect definition used in this study-the largest standardized coefficient-ticket prices emerged as the strongest predictor, supporting H5.

DISCUSSION

The Effect of Service Excellence on Passenger Satisfaction. The findings indicate that service excellence has a positive and significant effect on passenger satisfaction among users of the Probowangi train on the Probolinggo–Jember route. This relationship can be explained by the importance of direct interactions between railway personnel and passengers throughout the travel process. Passengers expect courteous communication, responsive assistance, accurate travel information, and professional service when using public transportation. When railway personnel demonstrate friendliness, attentiveness, and responsibility in responding to passenger needs, passengers are more likely to perceive the service as reliable and satisfactory. Furthermore, the Probowangi train serves passengers with different travel purposes and expectations, making consistent service delivery particularly important. Therefore, service excellence contributes to passenger satisfaction because the quality of interactions with railway personnel directly shapes passengers' perceptions of their overall travel experience.

This finding is consistent with Primasari et al. (2024), Hasanah (2016), and Oya and Suprapti (2022), who reported that service excellence positively influences customer satisfaction. However, Rahmahwati and Niswah (2017) found that certain service indicators did not significantly influence satisfaction. These differences suggest that the effectiveness of service excellence depends on the characteristics of passengers, service conditions, and organizational environments. In the context of the Probowangi train, professional and responsive railway personnel are particularly relevant because passengers require reliable assistance during their journeys. Consequently, railway management should maintain consistent service standards, improve employees' communication skills, and strengthen their responsiveness to passenger complaints to sustain and improve passenger satisfaction.

ISSN 2986-8726

The Effect of Facilities on Passenger Satisfaction. The findings demonstrate that facilities have a positive and significant effect on passenger satisfaction among users of the Probowangi train on the Probolinggo–Jember route. This result can be explained by the direct relationship between the physical condition of railway facilities and passenger comfort during travel. Passengers spend considerable time inside train carriages, making the availability and maintenance of facilities essential elements of their travel experience. Clean carriages, comfortable seating, functional toilets, adequate air circulation, and accessible travel information contribute to a more pleasant journey. When these facilities meet passenger expectations, passengers are more likely to feel comfortable and satisfied with the transportation service. Conversely, poorly maintained facilities may reduce comfort even when railway personnel provide satisfactory service. Therefore, facilities significantly influence passenger satisfaction because passengers evaluate not only the transportation service itself but also the physical environment in which the service is experienced.

This finding supports the research conducted by Zustanto (2022), Utomo and Rianawati (2021), and Adawia et al. (2020), which demonstrated a positive relationship between facilities and customer satisfaction. Nevertheless, Sahadah and Maulana (2024) reported different findings, indicating that facility-related satisfaction may vary depending on the characteristics of transportation services and passenger expectations. For Probowangi passengers, adequate facilities are important because this train serves intercity mobility needs and provides an affordable transportation option. Passengers may have different expectations regarding comfort, but essential facilities must remain functional and properly maintained. Accordingly, railway management should prioritize cleanliness, regular facility inspections, preventive maintenance, and improvements in passenger convenience to strengthen satisfaction with the Probowangi train service.

The Effect of Ticket Prices on Passenger Satisfaction. The findings indicate that ticket prices have a positive and significant effect on passenger satisfaction among users of the Probowangi train on the Probolinggo–Jember route. This relationship can be explained by passengers' consideration of affordability and the perceived value of transportation services. As an economy-class railway service operating within the Public Service Obligation (PSO) framework, the Probowangi train provides an important transportation option for passengers who prioritize economical travel. Passengers tend to evaluate whether the ticket price is reasonable in relation to the comfort, accessibility, and transportation benefits received. When passengers perceive that the fare is affordable and appropriate for the quality of service provided, their satisfaction tends to increase. Therefore, the positive relationship found in this study reflects favorable perceptions of ticket-price affordability and value rather than suggesting that increasing nominal ticket prices would improve passenger satisfaction.

This finding is consistent with Hardiyanto (2019), Junaidi et al. (2025), and Triantoro et al. (2015), who found that price significantly influences customer satisfaction. However, Pasharibu et al. (2018) reported different results in the context of online transportation services, suggesting that the relationship between price and satisfaction depends on the type of service and customer characteristics. In the Probowangi railway context, ticket affordability is particularly important because the service supports public mobility at relatively accessible prices. Passengers who perceive that transportation costs are proportional to the benefits received are more likely to evaluate their travel experiences positively. Consequently, maintaining affordable ticket prices while ensuring adequate service quality and facilities is an important consideration for railway management in sustaining passenger satisfaction.

The Simultaneous Effect of Service Excellence, Facilities, and Ticket Prices on Passenger Satisfaction. The findings demonstrate that service excellence, facilities, and ticket prices simultaneously have a significant effect on passenger satisfaction among users of the

ISSN 2986-8726

Probowangi train on the Probolinggo–Jember route. This result indicates that passenger satisfaction is shaped by the combined contribution of service interactions, physical facilities, and perceptions of ticket affordability. Passengers do not evaluate railway services based on a single characteristic but consider their overall experience from the beginning to the end of the journey. Courteous and responsive railway personnel can create positive service interactions, while well-maintained facilities support passenger comfort. At the same time, affordable ticket prices strengthen passengers' perceptions that the service provides appropriate value for the money spent. When these elements are managed effectively, passengers are more likely to develop favorable evaluations of the railway service. Thus, the simultaneous relationship reflects the importance of maintaining balanced service performance across different aspects of the passenger experience.

This finding is consistent with Yulita and Safrizal (2023) and Irfan (2018), who identified significant joint relationships between service-related factors and customer satisfaction in their respective research settings. These findings support the understanding that customer satisfaction is influenced by interconnected service attributes rather than isolated operational factors. In the Probowangi railway context, improvements in service excellence may not fully satisfy passengers if facilities remain inadequate or ticket prices are perceived as unreasonable. Similarly, affordable fares alone may not compensate for unsatisfactory service interactions and poor travel conditions. Therefore, railway management should adopt an integrated service improvement strategy that simultaneously considers employee performance, facility maintenance, and ticket affordability. Such an approach can help create a more consistent and satisfying travel experience for Probowangi passengers.

Ticket Prices as the Dominant Predictor of Passenger Satisfaction. The findings indicate that ticket prices are the dominant predictor of passenger satisfaction compared with service excellence and facilities among users of the Probowangi train on the Probolinggo–Jember route. This result can be explained by the characteristics of the Probowangi train as an affordable public transportation service that accommodates passengers with varying economic conditions and mobility needs. For passengers who prioritize transportation expenditure, ticket affordability may become a primary consideration when evaluating the benefits of railway travel. The availability of reasonably priced tickets allows passengers to travel between cities without incurring relatively high transportation costs. Furthermore, when passengers consider the fare appropriate for the service and facilities received, their perception of value becomes more favorable. Consequently, ticket-price perceptions emerge as the strongest predictor of passenger satisfaction within the research model because affordability and perceived value are particularly relevant to the transportation needs of Probowangi passengers.

This finding is consistent with Denisa et al. (2025), Apriyadi (2017), and Pradnyana (2022), whose research emphasized the importance of price in shaping customer satisfaction. Nevertheless, the dominant role of ticket prices does not imply that service excellence and facilities are unimportant. Instead, it suggests that fare-related perceptions have the strongest relative association with satisfaction among the variables examined in this study. In the context of the Probowangi train, affordable transportation is closely related to the purpose of PSO services, which seek to support public access to essential transportation. Therefore, railway management should prioritize maintaining reasonable fares while continuously improving employee service and passenger facilities. The dominance identified in this study should also be understood within the estimated regression model rather than interpreted as evidence that ticket prices necessarily have the strongest causal effect on passenger satisfaction.

ISSN 2986-8726

4. CONCLUSION

This study concludes that Service Excellence, Facilities, and Ticket Prices are each positively and significantly associated with Passenger Satisfaction on the Probowangi train along the Probolinggo–Jember route. The three factors are also jointly significant. Ticket Prices have the largest standardized coefficient and, therefore, represent the dominant predictor under the criterion used in this study. These results indicate that passengers assess the journey through staff interactions, the condition of available facilities, and whether the fare offers acceptable value relative to the benefits received.

PT Kereta Api Indonesia (Persero) DAOP IX Jember, particularly at Probolinggo Station, should maintain service consistency and prioritize effective use and maintenance of existing facilities, including cleanliness, seating conditions, passenger areas, and carriage interiors. Transparent information about ticket prices and service benefits may also support favorable value perceptions. Future studies could incorporate mediating variables or additional service-related factors to explain the mechanisms underlying passenger satisfaction more comprehensively. The findings should be interpreted within the purposively selected 120-passenger sample rather than generalized automatically to every railway route.

REFERENCES

Adawia, P. R., Azizah, A., Endriastuty, Y., & Sugandi. (2020). Pengaruh Kualitas Pelayanan Dan Fasilitas Terhadap Kepuasan Konsumen Kereta Api Commuter Line (Studi Kasus Commuter Line Arah Cikarang Ke Jakarta Kota). Sebatik, 24(1), 87–95.

Adhari, I. Z. (2021). Kepuasan Pelanggan & Pencapaian Brand Trust (1st Ed.; T. Q. Media, Ed.). Cv. Penerbit Qiara Media - Pasuruan, Jawa Timur.

Apriyadi, D. (2017). Analisis Pengaruh Ketepatan Waktu, Fasilitas Dan Harga Tiket Terhadap Kepuasan Penumpang Kereta Api Di Stasiun Purwosari. Magistra, 22(99), 71–83.

BPS. (2024). Laporan Perekonomian Indonesia 2024. Badan Pusat Statistik.

Chandra, T., Chandra, S., & Hafni, L. (2020). Service Quality, Consumer Satisfaction, Dan Consumer Loyalty: Tinjauan Teoritis (1st Ed.; C. I. Gunawan, Ed.). Pekanbaru: Cv Irdh.

Denisa, E., Sagala, L. G., & Nasution, H. C. (2025). Pengaruh Inovasi Pelayanan, Fasilitas Dan Harga Terhadap Kepuasan Pemakai Jasa Transportasi Pt. Kereta Api Indonesia (Persero) Cabang Medan Evi. Ikraith-Ekonomika, 8(3), 58–71.

Dhany, U. R., & Rahmansyah, A. I. (2022). Pengaruh return on assets dan debt to equity terhadap return saham degan inflasi sebagai pemoderasi. Owner: Riset dan Jurnal Akuntansi, 6(3), 3312–3323. https://doi.org/10.33395/owner.v6i3.1110

Dhany, U. R., Rahmansyah, A. I., & Musriati, T. (2025). Pengaruh QRIS terhadap informasi akuntansi dan keputusan keuangan dengan moderasi literasi digital pada pedagang tradisional. AKUA: Jurnal Akuntansi dan Keuangan, 4(3), 546–555. https://doi.org/10.54259/akua.v4i3.5375

Dhany, U. R., Wilamsari, F., Rahmansyah, A. I., & Musriati, T. (2024). Pengaruh struktur modal terhadap nilai perusahaan dengan profotabilitas sebagai variabel moderasi. Relasi: Jurnal Ekonomi, 20(2), 457–467. https://doi.org/10.31967/relasi.v20i2.1112

Hardiyanto, S. M. (2019). Pengaruh Kualitas Layanan Dan Harga Terhadap Kepuasan Pelanggan Pengguna Jasa Pt. Kereta Api Indonesia Daop Viii Jurusan Surabaya- Malang. Jurnal Pendidikan Tata Niaga (Jptn), 7(2), 440–444.

Haris, A. (2016). Manajemen Pemasaran Tinjauan Teoritis Dan Praktik (S. Wahyudi, Ed.). Probolinggo: Surya Pena Gemilang.

Hasanah, F. (2016). Pengaruh Pelayanan Prima Terhadap Kepuasan Pelanggan Di Jade Bamboo Resto Yogyakarta. Keluarga, 2(1), 8–14.

Indrasari, M. (2019). Pemasaran Dan Kepuasan Pelanggan (1st Ed.). Surabaya: Unitomo Press.

Hudzafidah, K., Dhany, U. R., Rahmansyah, A. I., & Bahri, M. S. (2023). The effect of profitability on social responsibility (CSR) in Indonesia: Environmental performance as a moderator. Wiga: Jurnal Penelitian Ilmu Ekonomi, 13(1), 103–113. https://doi.org/10.30741/wiga.v13i1.974

ISSN 2986-8726

Hudzafidah, K., Rahmansyah, A. I., Dhany, U. R., & Suharsono, J. (2023). Pengaruh rasio profitabilitas terhadap harga saham dengan IPO sebagai variabel moderating. Jesya (Jurnal Ekonomi dan Ekonomi Syariah), 6(1), 1090–1099. https://doi.org/10.36778/jesya.v6i1.1163

Irfan, A. M. (2018). Pengaruh Kualitas Pelayanan, Harga Dan Fasilitas Yang Diberikan Kenari Waterpark Bontang Terhadap Tingkat Kepuasan Pelanggan. Jurnal Ekonomi Islam, 9(2), 82–97.

Junaidi, Elmas, M. S. H., Tumini, & Rizal, S. (2025). Making Cgv Cinema Audiences In Probolinggo City Satisfied With Promotions, Prices, And Quality Of Service. Jurnal Ekonomi, Manajemen, Dan Akuntansi, 15(2), 248–260.

Kemenhub. (2022). Pemerintah Subsidi Kereta Api Rp3,2 Triliun, Layani Sekitar 250 Juta Pergerakan Orang. Retrieved From Kementrian Perhubungan Republik Indonesia Website: Https://Kemenhub.Go.Id/Post/Read/Pemerintah-Subsidi-Kereta-Api-Rp3%2c2-Triliun%2c-Layani-Sekitar-250-Juta-Pergerakan-Orang

Kotler, P., & Armstrong, G. (2018). Principles Of Marketing (17th Ed.). Pearson Education.

Kotler, P., Bowen, J. T., C, J., & Baloglu, S. (2017). Marketinng For Hospitality And Tourism (7th Ed.). Harlow, England: Pearson Education Limited.

Oya, O., & Suprapti. (2022). The Effect Of Service Excellent Ground Handling Officers On Passenger Satisfaction At Sultan Babullah Airport Ternate. Jurnal Multidisiplin Madani (Mudima), 2(5), 2123–2136.

Pasharibu, Y., Paramita, E. L., & Febrianto, S. (2018). Price, Service Quality And Trust On Online Transportation Towards Customer Satisfaction. Jurnal Ekonomi Dan Bisnis, 21(2), 240–264.

Pradnyana, I. D. P. R. W. (2022). Pengaruh Harga, Fasilitas Dan Kualitas Pelayanan Terhadap Kepuasan Penumpang Po. Purnayasa. Jpro, 3(2), 46–58.

Primasari, W. F., Elmas, M. S. H., & Hermawan, D. J. (2024). Pengaruh Customer Experience, Harga, Dan Pelayanan Prima Terhadap Kepuasan Pengguna Jasa Kereta Api Ekonomi Stasiun Probolinggo (Daop Ix) Jember. Jurnal Penelitian Dan Pengkajian Ilmiah, 1(7), 317–331. Https://Doi.Org/10.62335

Priyasidarta, D. (2025). Penumpang Kereta Api Di Kai Daop 9 Jember Tembus 2,5 Juta Orang Di Triwulan Iii 2025. Retrieved From Tempo Website: Https://Www.Tempo.Co/Ekonomi/Penumpang-Kereta-Api-Di-Kai-Daop-9-Jember-Tembus-2-5-Juta-Orang-Di-Twieulan-Iii-2025-2079540

Purnomo, Herry, Sardanto, R., & Muslih, B. (2020). Signifikansi Prediktor Kepuasan Konsumen Jasa Hotel (1st Ed.). Kediri: Cv Adjie Media Nusantara.

Puspitarini, R., Soesilowati, S., Marijan, K., & Rahmansyah, A. I. (2026). Complex adaptive resilience and asymmetrical balancing: Russia and the 2022 sanctions regime. Journal of Strategic Security, 19(3), 109–130. https://doi.org/10.5038/1944.0472.19.3.2711

Rahmahwati, W., & Niswah, F. (2017). Pengaruh Excellence Service Terhadap Kepuasan Pelanggan Di Pt. Angkasa Pura 1 Kantor Cabang Bandara Internasional Juanda. Publika, 5(6).

Ritonga, W. (2020). Pelayanan Prima (Z. Abidin, Ed.). Surabaya: Pt. Muara Karya :

Sahadah, N., & Maulana, H. A. (2024). The Influence Of Service Quality, Facilities, And Price On Passenger Satisfaction At Bandar Sri Junjungan Dumai – Rupat. J-Mind (Jurnal Manajemen Indonesia), 9(1), 1–8.

Rahmansyah, A. I., Balqis, N. S., Rahajeng, Y., Elmas, M. S. H., & Masluha, S. (2022). The effect of non perfoming financing and financing to deposit ratio on return on assets. Assets: Jurnal Ilmiah Ilmu Akuntansi, Keuangan dan Pajak, 6(2), 100–107. https://doi.org/10.30741/assets.v6i2.849

Rahmansyah, A. I., & Dhany, U. R. (2023). Kinerja keuangan, corporate social responsibility, dan peran earnings per share. Measurement: Jurnal Akuntansi, 17(2), 196–205. https://doi.org/10.33373/mja.v17i2.5682

Rahmansyah, A. I., Dhany, U. R., Musriati, T., & Widianita, N. P. (2024). Pengaruh inklusi keuangan terhadap kinerja dan keberlangsungan UKM pada Pujasera Alun-Alun Kota Probolinggo. Measurement: Jurnal Akuntansi, 18(2), 302–313. https://doi.org/10.33373/mja.v18i2.7231

Rahmansyah, A. I., Hudzafidah, K., & Bahri, M. S. (2024). Kepemilikan manajerial sebagai moderasi pengaruh kinerja keuangan terhadap financial distress di Indonesia. Relasi: Jurnal Ekonomi, 20(2), 369–385. https://doi.org/10.31967/relasi.v20i2.1110

Sulistiyani, & Syah, N. K. W. (2018). Pelayanan Prima (1st Ed.; M. A. Firdaus, Ed.). Surabaya: Kresna Bina Insan Prima.

ISSN 2986-8726

Triantoro, K., Hadi, S. P., & Suryoko, S. (2015). Pengaruh Kualitas Pelayanan Dan Harga Terhadap Kepuasan Pelangganpengguna Jasa Kereta Api Menoreh Kelas Ekonomi Studi Kasus Pada Pt. Kereta Api Indonesia Daop Iv Semarang. Diponegoro Journal Of Social And Political Of Science, 4(2), 274–283.

Utomo, N. A., & Rianawati, T. (2021). Pengaruh Kualitas Pelayanan, Fasilitas, Dan Harga Terhadap Kepuasan Konsumen (Studi Pada Pt. Kereta Api Indonesia Daop Iv Semarang). Jurnal Visi Manajemen, 7(2), 136–147.

Yulita, R., & Safrizal. (2023). Pengaruh Kualitas Pelayanan, Harga, Dan Fasilitas Terhadap Kepuasan Konsumen Pada Grand Hawaii Hotel Pekanbaru Rahma. Jurnal Ilmiah Multidisiplin, 2(1), 115–124.

Zustanto, E. (2022). Pengaruh Pelayanan, Fasilitas, Harga Tiket Terhadap Kepuasan Penumpang Kereta Api Senja Utama Yogyakarta (Studi Pada Penumpang Kereta Api Kelas Eksekutif Jurusan Yogyakarta- Jakarta Pt. Kai Daop Vi Yogyakarta). Jueb: Jurnal Ekonomi Dan Bisnis, 1(4), 33–40.